

# One-Stop Operator Report

## Alaska Job Center Network



**ALASKA DEPARTMENT OF LABOR  
& WORKFORCE DEVELOPMENT**

### Labor Exchange Program Participants (4/1/2008 to 3/31/2009)

Registered Participants: .....	126,855
Total Veterans and Transitional Service Member (TSM) Participants: .....	12,664
Total Youth Participants: .....	4,434
Number of Participants that Entered Employment: .....	33,448
Retained Employment at Six Months: .....	44,750
Total Job Openings Received from Employers: .....	60,109
Daily Customers Served in Job Center Resource Rooms: .....	247,350

### Career Support & Training Services Participants (4/1/2008 - 3/31/2009)

#### Workforce Investment Act (WIA)

##### Adult

Total Adults: .....	3,452
Entered Employment Rate (Adults): .....	74.2%
Credential and Employment Rate (Adults): .....	60.1%
Six-Month Retention Rate (Adults): .....	79.9%
Six-Month Average Earning (Adults): .....	\$14,836

##### Dislocated Worker

Total Dislocated Workers: .....	778
Entered Employment Rate (Dislocated Worker): .....	78.2%
Credential and Employment Rate (Dislocated Worker): .....	64.7%
Six-Month Retention Rate (Dislocated Worker): .....	84.3%
Six-Month Average Earning (Dislocated Worker): .....	\$18,002

#### State Training and Employment Program (STEP)

Total Participants: .....	562
Total Exiters: .....	202

Source: Alaska Job Center *Preliminary* Performance Data, DOLWD

## **Current Projects**

### **Credentialing**

The Credentialing Project first installment, which allows job seekers the ability to enter in their credentialing information, is now in production. The employer's additional features are in the final stages and will be released in the near future. Our enhancements to ALEXsys, the Alaska Labor Exchange System will allow the Department to track individuals by their specific credentials, which include professional licenses, certifications, endorsements, trade, and individuals that have earned an Alaska Career Readiness Certificate (CRC). These enhancements are essential in our continuing effort and commitment to prepare Alaskans for all jobs in connection with the Alaska Gas Pipeline.

The Credentialing Project is in its initial phase for ALEXsys. The goal is to allow the Department to better match job seeker's certification to employer job requirements. This will allow us to track professional licenses, certifications, and any endorsements including education degree types and trade level distinctions (Master, Journey, Apprentice) and any individual who earns an Alaska Career Ready Certificate (ACRC). The ability to search by degree types, certificates, and trades has been identified as being a critical component in our commitment to prepare Alaskans for jobs needed for the Alaska Gas Pipeline.

### **Data Warehouse**

Information from ALEXsys is exported into the data warehouse on a bi-weekly basis. The Trade Act System data is primed for merging into the data warehouse. The structure and hierarchy for matching and merging Workforce Investment Act Management Information System data is in place. This goal is to have a central location to ensure the information extracted from the warehouse is comprehensive and inclusive of all services provided by the Department.

The Department has been proactive in preparing for future Federal Reporting that will be rolled out with the implementation of Common Performance Measures. Though Workforce Investment Standard Performance Reporting (WISPR) report has been put on hold for now, we can use the data warehouse for both state and management reports as well for future federal reports that will require participant information from all employment and training programs be combined and reported in one report.

This effort is the first step for integration that will allow for the future state and Federal Reporting including the WISPR report to be generated ensuring a smooth transition to the new reporting requirements.

### **Variable Reporting Closeout**

The ALEXsys variable reporting project has been put into production. It was further enhanced by the creation of a data warehouse component (ALEXware) that will be leveraged for a variety of ALEXsys, AGIA and WIA reporting requirements. The reporting function allows supervisors and managers the ability to create ad hoc reports from the field to better manage resources. It also allowed the Department the opportunity to assess what enhancements were needed to both ALEXsys and ALEXware to begin the Credentialing Project.

### **myAlaska**

In an effort to streamline the UI and ALEXsys registration process the Department is currently in the preliminary design efforts to use My Alaska as the portal in which both a job seekers and UI Claimants can access the services available to them online. This will eliminate the need for the public to have multiple login ID's and passwords to access many of the state and department services.

### **Rapid Response and the Worker Adjustment and Retraining Notification Act (WARN)**

WARN offers protection to workers, their families, and communities by requiring employers to provide notice 60 days in advance of covered plant closing and mass layoffs. This notice must be provided to each employee to be laid off and/or the employee representative (e.g. a labor union), to the State dislocated worker unit, and to the Governor's office. Alaska has seen very few WARN Notices due to the generally small size of our businesses; however, a WARN notice was filed this past November by Nova Gold.

Nova Gold was forced to shut down after they lost their source of operating capital. 130 workers were affected the shut-down of the mine. The layoff not only affected workers in Nome, but across the state as 50% commuted from other areas like Fairbanks, Anchorage and Juneau. This was the second Rapid Response for several of the workers; as Nova Gold had attended and recruited at the Rapid Response held for the Kensington Mine in Juneau when it was forced to cease operations due to permitting difficulties.

The Rapid Response team coordinated with the business and held in person worker meetings in Nome. An overview of unemployment insurance, employment

services, career support, and training services and vocational counseling was provided at the meetings. All workers residing outside of Nome were contacted by a Rapid Response team member and sent packets of information which explain the services available to them.

### **Youth First Activities that were Delivered via Alaska Job Centers**

The Alaska Job Centers continue to provide increased outreach to Alaska's in-school and out-of-school youth by the continuation of eight Job Center staff positions called Career Guides. Career Guides are found in seven strategic locations, and focus service delivery to youth in their area. A key component of the Career Guide's job is to travel to communities and visit schools throughout their respective Job Center Region. We continue to have two Student Interns at the King Career Center (KCC) in Anchorage. Due to budget constraints, we have eliminated Student Interns at the other Job Centers.

The Career Guides and Student Interns are an excellent way to reach youth by establishing a working relationship with the schools, Native organizations, community service agencies, and employers in their communities. They continue to increase the youth knowledge of labor market trends and occupational options utilizing tools such as the Alaska Labor Exchange System (ALEXsys) and the Alaska Career Information System (AKCIS). The Career Guides provide labor market information, occupational training information and career information regarding employment opportunities to school counselors, teachers, parents, and school boards. They develop models in each area to promote efficiencies, partnerships and sustainability for career planning and development. The Student Interns at KCC will continue to assist the Career Guides in serving youth and young adults. This will allow them to learn about Alaska's critical industry needs and occupations, assisting youth in Job Center Resource Rooms, and educating peers about the Alaska workforce.

### **Registered Apprenticeship**

In collaboration with the Division of Business Partnerships (DBP), Office of Apprenticeship, we have developed a new tool kit for Employment Security Division (ESD) Apprenticeship Specialists. This software program, SharePoint, includes commonly used web-sites and forms that provide ease and consistency in establishing registered apprenticeships. We have developed guidance for apprenticeship specialists to follow when creating apprenticeship opportunities and have also developed what we call "cookie-cutter programs" which are programs that have defined work processes and related technical instruction that are generic enough for all employers to utilize for that occupation. The apprenticeship specialists can take the cookie cutter program material and update them with the employer information as everything else is already in a template. We have recently developed several new brochures on apprenticeship; a

Veterans' brochure that provides information to veterans to include GI Bill eligibility as they maneuver through an opportunity with registered apprenticeship; and our latest which is a School to Apprenticeship brochure that provides high school students information on how to pursue "direct" entry to registered apprenticeship by working with their school district on obtaining entry level skills that will allow for transition directly into a registered apprenticeship program. Also developed this year were flyers for employers and job seekers. These provide the gamut of information on the benefits of registered apprenticeship and advantages of apprenticeship programs.

The Office of Apprenticeship for State and Federal programs provides information to apprenticeship specialists in their monthly teleconference. During these teleconferences specialists discuss their activities around the state, success stories and updates on "new" apprenticeship opportunities, school- to- apprenticeship and innovative training programs. Advanced training was provided to ten apprenticeship specialists in April, 2009. The training encompassed best practices that were identified over the past year and addressed more technical aspects of creating an apprenticeship program that includes investigating educational options for the related technical instruction, affirmative action and equal employment opportunity.

ESD employees are working under an RSA in the amount of \$350,000 from DBP to aggressively market the apprenticeship model for occupations outlined in the Alaska Gasline Inducement Act (AGIA) plan. Out of the 113 AGIA-related occupations, 60 apprenticeable occupations were identified from the AGIA Training Strategic Plan, in addition there are over one hundred related occupations identified as apprenticeable. ESD is now targeting employers with AGIA related occupations as a strategy to promote more apprenticeship opportunities. Employers may receive wage subsidies and individual training accounts/supportive services to enhance the development of their workforce. Expanded employer outreach, apprenticeship specialist training and support continue to be priorities.

ESD has partnered with Department of Education and Early Development on the Alaska Career Readiness Certificate, ESD is currently working with IBEW on curriculum profile for inside wireman as they have found that their highest rate of dropout in their program is in the second year when math skills become critical. The profile will provide a recruitment level for the Alaska Career Readiness Certificate (ACRC) attainment. This will help job seekers prepare for IBEW opportunities by using Key Train to bring their skills up to a the level needed to complete the apprenticeship program. The IBEW hopes the outcome will be fewer dropouts because apprentices will come to them better prepared. Next quarter the job profiler will evaluate the curriculum for the Non-Destructive Tester occupation to be used by the employer as part of their recruitment process. The Non-Destructive Tester occupation will be registered as an apprenticeship program in April 2009.

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